



# Our Commitment To Clean & Safe Events

Kansas City  
Marriott Downtown





# Committed To Safe Events

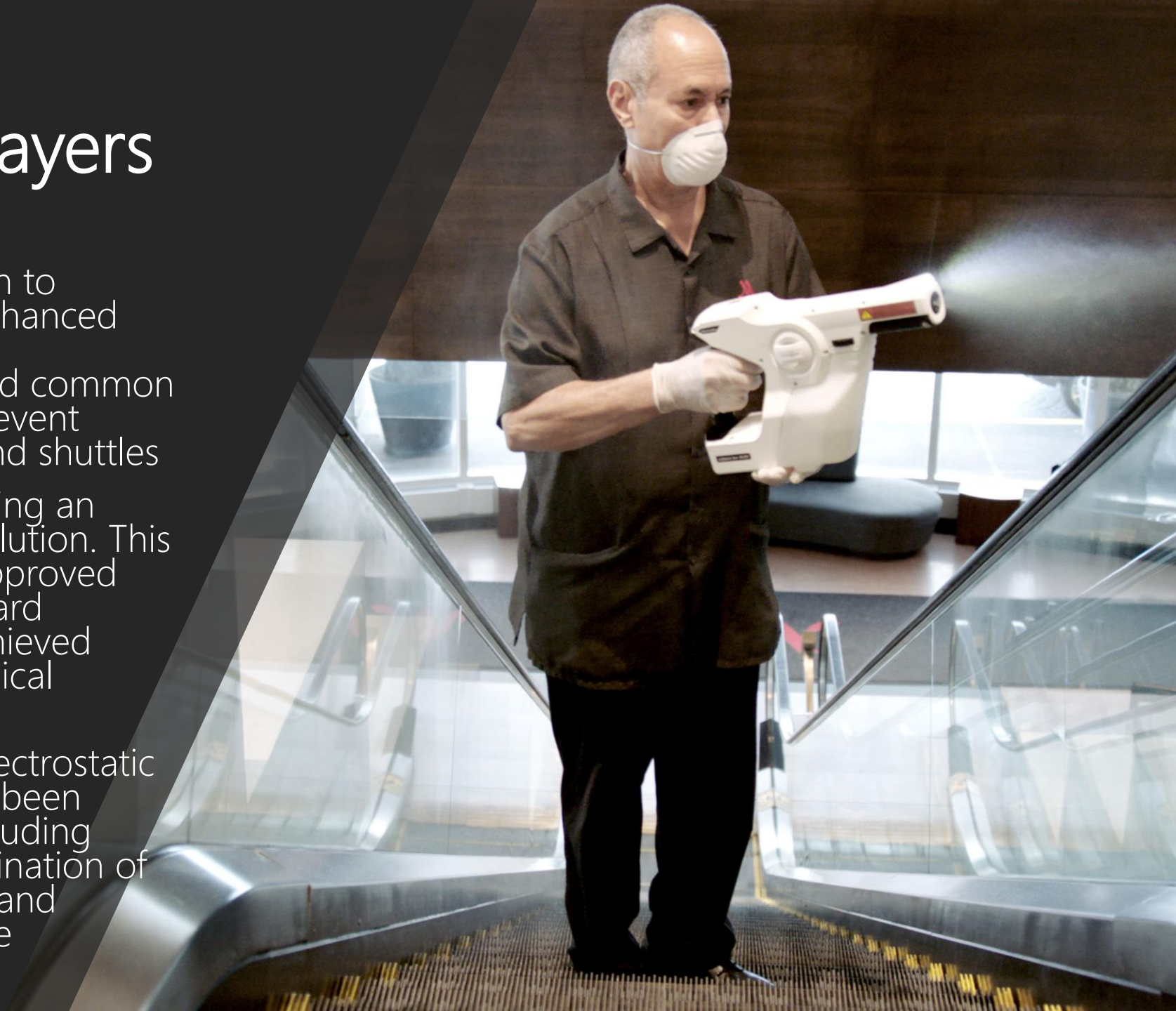
Marriott has long been recognized as a hospitality leader for its strong culture, exacting standards, and rigorous training. Guests who visit the Kansas City Marriott Downtown will notice several additions designed to set even higher standards of safety.

The Kansas City Marriott Downtown has developed a Commitment to Clean Plan following the guidelines of the CDC, local health officials and Marriott International. All associates are required to complete training on the Commitment to Clean Plan prior to working, with additional training as recommendations change and the plan is adjusted.



# Electrostatic Sprayers

- Electrostatic sprayers are an addition to Marriott's global standards and enhanced cleaning protocols and will be used throughout the lobby, entryways and common spaces, locker rooms, meeting and event spaces, fitness centers, restrooms and shuttles
- Electrostatic sprayers work by applying an electrical charge to a disinfectant solution. This electrical charge enables the EPA approved disinfectant to reach, and cling to hard surfaces more than what can be achieved using most traditional manual chemical disinfectant applications
- Prior to the COVID-19 pandemic, electrostatic sprayer disinfection technology has been employed in multiple industries, including healthcare and hospitals, decontamination of HazMat personnel and equipment, and industrial food safety and agriculture





A photograph of the Marriott Metropolitan KC building at night. The building is a multi-story brick structure with large windows and balconies. The interior lights are on, and the balconies have glass railings. A sign for "Metropolitan KC" is visible on the building. A large, dark, semi-circular graphic is overlaid on the left side of the image, containing the title and list.

# Valet and Front Drive Experience

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- Valet attendants wear appropriate PPE including facemasks
- Valet attendants sanitize car keys and vehicle prior to returning to each guest
- Front Drive attendants are also available to answer questions and assist guests in understanding the precautions in our building and throughout the city



# Arrival and Public Spaces

- Signage encouraging mask wearing, social distancing, and enhanced hygiene practices in both front of house areas and associate areas
- Hand sanitizing and disinfecting stations available
- Furniture configured to facilitate social distancing
- Plexiglass dividers for all guest and associate interactions

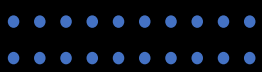




# Food and Beverage Outlets

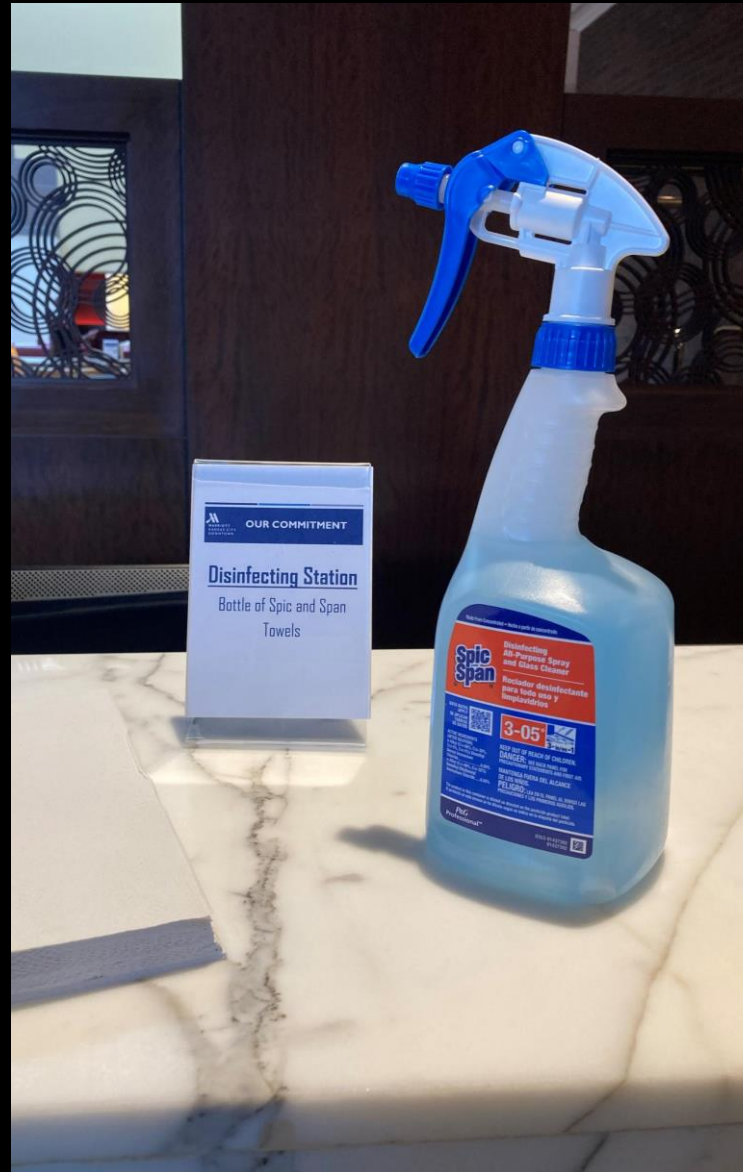
- Table placement configured to facilitate social distancing
- Made to order meals in lieu of buffet service
- Servers and Bartenders required to wear face masks
- Enhanced sanitation protocols with frequent sanitizing treatments between guest use at minimum one-hour intervals
- Plexiglass divider separating guests from host stand and bartenders
- Single use and QR Code menus available





# Check-In Experience

- All associates required to wear face masks
- Signage recommending limited occupancy in each elevator
- Social distancing signage
- Hand sanitizing and disinfecting stations available
- Mobile Check-in and Mobile Key available for contactless arrival





# Contactless Options

## Mobile Check-In and Check-out

Enables Marriott Bonvoy Members to benefit from a personalized, expedited and contactless arrival experience. Members can check-in to their upcoming reservations prior to arrival, receive a room ready alert notification from the hotel and check-out on their mobile device.

## Mobile Key

Members use their smart phones as a room key to conveniently access guest rooms and common areas.

## Meeting Services App

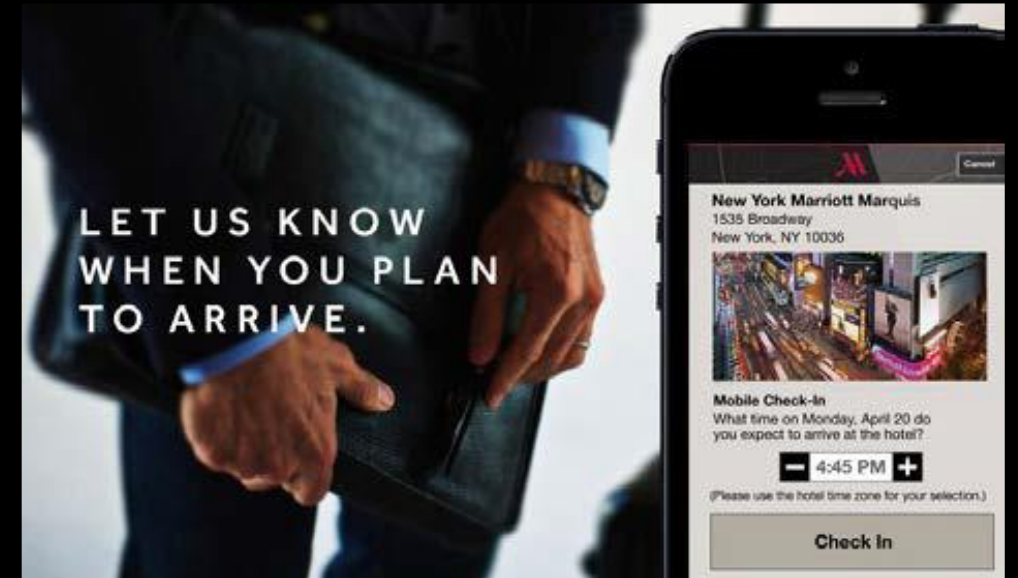
An electronic option for meeting planners to make requests while onsite

## Mobile Request and Chat

A great way for event attendees to request anything, anytime, anywhere through their mobile devices.

## Mobile Dining

The ability to order F+B from anywhere, ahead of time is a great feature for event attendees during meal periods not covered by their event.





A photograph of a modern hotel guest room. The room features a large bed with white linens and a dark wood headboard. A round table is in the foreground, and a window with curtains is in the background. The text "Clean and Safe Guest Room Accommodations" is overlaid on the left side of the image.

# Clean and Safe Guest Room Accommodations

- Our housekeeping team will deliver linens and fresh towels upon request
- Complimentary hand sanitizing wipes in each guestroom
- Utilization of cleaning products approved by the EPA for killing COVID-19
- Remote control sanitized after each guest and placed in single use cover



# Pool and Fitness Center

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- Limited occupancy in the pool area based on local governance
- Signage encouraging mask wearing and social distancing
- Enhanced sanitation protocols with frequent treatments between guest uses at minimum one-hour intervals
- Hand sanitizing and disinfecting stations in fitness center





# Air Quality Enhancements

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- Recently installed recommended MERV-13 (Minimum Efficiency Reporting Value) level filters to improve air quality, as recommended by American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE)
- Enhanced Filtration Capabilities by 20%
- Air Handlers adjusted to increase the amount of outside air while also keeping temperature and humidity levels in the recommended ranges as suggested by ASHRAE



## Event Space

- Customized room sets that encourage social distancing while keeping meetings productive and efficient
- Numerous hand sanitizer stations
- All associates required to wear face masks
- Enhanced sanitation protocols with frequent treatments between guest uses at minimum one-hour intervals



# Banquet Food and Beverage

- Plexiglass dividers between food, staff, and guests
- Contactless, attendant-served stations and coffee breaks
- Hand sanitizer stations
- Individual containers for food and condiments
- Single use containers





# Marriott Associates Safety Behind the Scenes

- Temperature checks for associates and outside vendors before entering the building
- Associates are asked to stay home if they have been in contact with anyone who has tested positive, have traveled, or are experiencing any symptoms of COVID-19
- Face masks required for associates, vendors, and 3<sup>rd</sup> party partners
- Frequent hand washing and hand sanitation required







# Additional Protocols

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- The hotel keeps necessary records of guests in the event that contact tracing is required
- The hotel has an appropriate plan and protocol if a positive case or symptoms of COVID-19 occur for a guest or an associate



MARRIOTT

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DOWNTOWN

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The Kansas City Marriott  
Downtown remains committed  
to putting people first and  
pursuing excellence.

Our top priority is guest and  
associate safety.

We will continue to  
communicate any further  
modifications and updates.

We appreciate your business and  
thank you for our partnership!